

EXHIBIT 2



FRONT END ASSOCIATE REVIEW (Page 1 of 2)

Name: **REDACTED**Store #: 10A

Date of review: _____

Circle review type & Indicate Date Due:

90 DAY REVIEW DUE: _____

OTHER (_____ Review) due: _____

ANNUAL REVIEW DUE: _____

DATE OF HIRE: 5/1/10

THIS PERFORMANCE REVIEW IS BEING PREPARED BY AND/OR A RESULT OF INPUT FROM THE FOLLOWING MANAGERS:

Printed Name _____	Signature _____	Position _____
Printed Name _____	Signature _____	Position _____
Printed Name _____	Signature _____	Position _____
Printed Name _____	Signature _____	Position _____
Printed Name _____	Signature _____	Position _____
Printed Name _____	Signature _____	Position _____

KEY: E - Excellent, V - Very Good, G - Good, N - Needs Improvement, U - Unacceptable
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(Draw a line through any skill which isn't applicable.)

E V G N U

CUSTOMER SERVICE SKILLS

* Understands that the customer is our main priority and consistently maintains a customer focus.	E	(V)	G	N	U
* Ensures a prompt, friendly approach to all customers.	E	(V)	G	N	U
* Escorts customers seeking location(s) of specific merchandise.	E	V	(G)	N	U
* Is alert to customer needs and offers a cart whenever appropriate.	E	V	G	N	U
* Determines customer needs and works to add-on/upgrade sell.	E	V	(G)	N	U
* Responds quickly to customer inquiries and "Passes the Buck" whenever necessary.	E	V	G	N	U
* Complies with Bridal and Gift Registry program standards when servicing both registrants and guests.	E	V	(G)	N	U
* Works to expand product knowledge within home department.	E	V	(G)	N	U
* Works to expand product knowledge throughout total store.	E	V	(G)	N	U
* Answers phone promptly and uses proper phone etiquette.	E	V	(G)	N	U

TEAM SKILLS

* Demonstrates initiative and completes projects in a timely manner.	E	V	(G)	N	U
* Accepts constructive criticism and acts upon it.	E	(V)	G	N	U
* Maintains a positive outlook toward job.	E	(V)	G	N	U
* Communicates effectively with Management and other associates.	E	(V)	G	N	U
* Works the schedule set by the Manager but demonstrates flexibility when needs of the business dictate.	E	V	(G)	N	U
* Is a team player.	E	(V)	G	N	U
* Exhibits professional manner, dress and appearance at all times.	E	(V)	G	N	U

OPERATIONS & PROCEDURES

* Handles all sales and return transactions with accuracy and efficiency.	E	(V)	G	N	U
* Maintains a neat and organized register area.	E	(V)	G	N	U
* Adheres to shortage reduction procedures; follows special operating procedures in the department.	E	(V)	G	N	U
* Understands and utilizes JDA to resolve selling floor inquiries.	E	V	(G)	N	U
* Works to maintain selling floor standards and recovery of the department.	E	V	(G)	N	U
* Safely handles equipment and maintains a safety awareness.	E	(V)	G	N	U

FRONT END ASSOCIATE REVIEW (Page 2 of 2)

1. ATTENDANCE & PUNCTUALITY:

Acceptable ☒ Not Acceptable ☐

2. GOALS AND OBJECTIVES

Objectives Accomplished

List the specific goals and objectives accomplished by the associate during the appraisal period, compared with the results expected from goals established at previous review or during the period.

- WAS A LEADER ON THE SHIFTS SHE WORKED FOR
- CONTINUED TO HAVE GREAT ATTENDANCE AND PROMPTNESS
- CONTINUED TO KEEP AN ORDERLY WORK SPACE.

Unaccomplished Objectives

List the specific goals and objectives not accomplished by the associate during the appraisal period, compared with the expected results as defined in previous review or during the period.

- LEARNING THE SERVICE DESK
- LEARNING TO DRIVE RECEIPTS
- LEARNING TO USE JIA AND TO DO GOOD WORK

Goals and Objectives for next Review Period:

Identify 2-3 quantitative and/or qualitative goals or objectives the associate should focus on during the next review period. (For each goal or objective indicate how accomplishment of goal/objective will be measured and indicate target date for accomplishments.)

- I WOULD LIKE REDACTED FOCUS ON LEARNING THE SERVICE DESK AND TAKING BEYOND STORES AND UTILIZING IT AS WELL THIS WILL BE DONE BY MAKING SURE ALL PRINCIPALS OR CASHIERS ARE FULFILLED

Strengths and Weaknesses:

Describe any of the associate's strengths or weaknesses which you feel are materially related to their performance and which are not addressed elsewhere in this review.

- REDACTED IS EQUIVOCAL WITH CUSTOMERS AND DOES A GREAT JOB WITH SUGGESTIVE SELLING. I WOULD LIKE HER TO GET OTHER CASHIERS TO FOLLOW HER AND FOSTER THE PASSION OF SELLING.

3. OVERALL RATING FOR PERIOD

Circle one rating
E (V) G N U

3%

Date of Review: REDACTED

Reviewed associate's signature after review conference:

Signature

Date

Reviewer's signature after review conference:

Signature

Date

Reviewer's Printed Name



FRONT END ASSOCIATE REVIEW (Page 1 of 2)

Name: REDACTED Store #: 105 Date of review: _____

Circle review type & Indicate Date Due:

90 DAY REVIEW DUE: _____ OTHER (_____ Review) due: _____

ANNUAL REVIEW DUE: _____

DATE OF HIRE: _____

THIS PERFORMANCE REVIEW IS BEING PREPARED BY AND/OR A RESULT OF INPUT FROM THE FOLLOWING MANAGERS:

Printed Name <u>Elen migh</u>	Signature _____	Position _____
Printed Name _____	Signature _____	Position _____
Printed Name _____	Signature _____	Position _____
Printed Name _____	Signature _____	Position _____
Printed Name _____	Signature _____	Position _____
Printed Name _____	Signature _____	Position _____

KEY: E - Excellent, V - Very Good, G - Good, N - Needs Improvement, U - Unacceptable

(Draw a line through any skill which isn't applicable.)

E V G N U

CUSTOMER SERVICE SKILLS

* Understands that the customer is our main priority and consistently maintains a customer focus.	E	V	<u>G</u>	N	U
* Ensures a prompt, friendly approach to all customers.	E	V	<u>G</u>	N	U
* Escorts customers seeking location(s) of specific merchandise.	E	V	<u>G</u>	N	U
* Is alert to customer needs and offers a cart whenever appropriate.	E	V	<u>G</u>	N	U
* Determines customer needs and works to add-on/upgrade sell.	E	V	<u>G</u>	N	U
* Responds quickly to customer inquiries and "Passes the Buck" whenever necessary.	E	V	<u>G</u>	N	U
* Complies with Bridal and Gift Registry program standards when servicing both registrants and guests.	E	V	<u>G</u>	N	U
* Works to expand product knowledge within home department.	E	V	<u>G</u>	N	U
* Works to expand product knowledge throughout total store.	E	V	<u>G</u>	N	U
* Answers phone promptly and uses proper phone etiquette.	E	V	<u>G</u>	N	U

TEAM SKILLS

* Demonstrates initiative and completes projects in a timely manner.	E	V	<u>G</u>	N	U
* Accepts constructive criticism and acts upon it.	E	V	<u>G</u>	N	U
* Maintains a positive outlook toward job.	E	V	<u>G</u>	N	U
* Communicates effectively with Management and other associates.	E	V	<u>G</u>	N	U
* Works the schedule set by the Manager but demonstrates flexibility when needs of the business dictate.	E	V	<u>G</u>	<u>N</u>	U
* Is a team player.	E	V	<u>G</u>	N	U
* Exhibits professional manner, dress and appearance at all times.	E	V	<u>G</u>	N	U

OPERATIONS & PROCEDURES

* Handles all sales and return transactions with accuracy and efficiency.	E	V	<u>G</u>	N	U
* Maintains a neat and organized register area.	E	V	<u>G</u>	N	U
* Adheres to shortage reduction procedures; follows special operating procedures in the department.	E	V	<u>G</u>	N	U
* Understands and utilizes JDA to resolve selling floor inquiries.	E	V	<u>G</u>	N	U
* Works to maintain selling floor standards and recovery of the department.	E	V	<u>G</u>	N	U
* Safely handles equipment and maintains a safety awareness.	E	V	<u>G</u>	N	U

FRONT END ASSOCIATE REVIEW (Page 2 of 2)

1. ATTENDANCE & PUNCTUALITY:

Acceptable _____ Not Acceptable _____

2. GOALS AND OBJECTIVES

Objectives Accomplished

List the specific goals and objectives accomplished by the associate during the appraisal period, compared with the results expected from goals established at previous review or during the period.

None

Unaccomplished Objectives

List the specific goals and objectives not accomplished by the associate during the appraisal period, compared with the expected results as defined in previous review or during the period.

None

Goals and Objectives for next Review Period:

Identify 2-3 quantitative and/or qualitative goals or objectives the associate should focus on during the next review period. (For each goal or objective indicate how accomplishment of goal/objective will be measured and indicate target date for accomplishments.)

- constantly suggestive sell selected item
- Be more consistent with time & Attendance

Strengths and Weaknesses:

Describe any of the associate's strengths or weaknesses which you feel are materially related to their performance and which are not addressed elsewhere in this review.

REDACTED is a hard worker, he is passionate about his job. He has to watch his delivery when speaking to other people because He sometimes comes across Rude.

3. OVERALL RATING FOR PERIOD

Circle one rating
E V G N U

Date of Review: 7/22/12

REDACTED


Reviewed associate's signature after review conference:

Signature

7/22
Date

Reviewer's signature after review conference:

Signature



7/22/12
Date

Chun Chan
Reviewer's Printed Name



RECEIVING/MAINTENANCE/OVERNIGHT PERFORMANCE REVIEW (Page 1 of 2)

Name: **REDACTED** Store #: 1001 Date of review: _____

Circle review type & Indicate Date Due:

90 DAY REVIEW DUE: _____ OTHER (_____ Review) due: _____
 ANNUAL REVIEW DUE: _____
 DATE OF HIRE: _____

THIS PERFORMANCE REVIEW IS BEING PREPARED BY AND/OR A RESULT OF INPUT FROM THE FOLLOWING MANAGERS:

Printed Name <u>Elora myles</u>	Signature <u>[Signature]</u>	Position <u>ops</u>
Printed Name _____	Signature _____	Position _____
Printed Name _____	Signature _____	Position _____
Printed Name _____	Signature _____	Position _____
Printed Name _____	Signature _____	Position _____
Printed Name _____	Signature _____	Position _____

KEY: E - Excellent, V - Very Good, G - Good, N - Needs Improvement, U - Unacceptable

(Draw a line through any skill which isn't applicable.)

E V G N U

CUSTOMER SERVICE SKILLS

- | | | | | | |
|--|---|----------|----------|----------|---|
| * Understands that the customer is our main priority and consistently maintains a customer focus. | E | V | <u>G</u> | N | U |
| * Escorts customers seeking location(s) of specific merchandise. | E | V | <u>G</u> | N | U |
| * Is alert to customer needs and offers a cart whenever appropriate. | E | V | <u>G</u> | N | U |
| * Responds quickly to customer inquiries and "Passes the Buck" whenever necessary. | E | V | <u>G</u> | N | U |
| * Complies with Bridal and Gift Registry program standards when servicing both registrants and guests. | E | V | G | <u>N</u> | U |
| * Answers the phone promptly and uses proper phone etiquette. | E | V | G | <u>N</u> | U |
| * Non-selling work is completed with no disruption to customer service. | E | <u>V</u> | G | N | U |

TEAM SKILLS

- | | | | | | |
|--|---|----------|----------|---|---|
| * Demonstrates initiative and completes projects in a timely manner. | E | <u>V</u> | G | N | U |
| * Accepts constructive criticism and acts upon it. | E | V | <u>G</u> | N | U |
| * Maintains a positive outlook toward job. | E | V | <u>G</u> | N | U |
| * Communicates effectively with Management and other associates. | E | V | <u>G</u> | N | U |
| * Works the schedule set by the Manager but demonstrates flexibility when needs of the business dictate. | E | V | <u>G</u> | N | U |
| * Is a team player. | E | V | <u>G</u> | N | U |
| * Exhibits professional manner, dress and appearance at all times. | E | V | <u>G</u> | N | U |

MERCHANDISING & DEPARTMENT MAINTENANCE

- | | | | | | |
|--|---|---|----------|---|---|
| * Works to maintain selling floor/stockroom standards and recovery of the department. | E | V | <u>G</u> | N | U |
| * Maintains a clean, orderly and safe work area. | E | V | <u>G</u> | N | U |
| * Adheres to shortage reduction and compliance procedures; follows special operating procedures of the department. | E | V | <u>G</u> | N | U |
| * Understands and utilizes JDA to resolve selling floor/stock inquiries. | E | V | <u>G</u> | N | U |
| * Completes pull lists quickly and accurately. | E | V | <u>G</u> | N | U |
| * Safely handles equipment and maintains a safety awareness. | E | V | <u>G</u> | N | U |
| * Communicates problems/progress of daily assignments to supervisor. | E | V | <u>G</u> | N | U |

RECEIVING/MAINTENANCE/OVERNIGHT PERFORMANCE REVIEW (Page 2 of 2)

1. ATTENDANCE & PUNCTUALITY:

Acceptable ☒ Not Acceptable ☐

2. GOALS AND OBJECTIVES

Objectives Accomplished

List the specific goals and objectives accomplished by the associate during the appraisal period, compared with the results expected from goals established at previous review or during the period.

N/A

Unaccomplished Objectives

List the specific goals and objectives not accomplished by the associate during the appraisal period, compared with the expected results as defined in previous review or during the period.

N/A

Goals and Objectives for next Review Period:

Identify 2-3 quantitative and/or qualitative goals or objectives the associate should focus on during the next review period. (For each goal or objective indicate how accomplishment of goal/objective will be measured and indicate target date for accomplishments.)

REDACTED how to get into more of a management position
can accomplish more tasks on the same schedule

Strengths and Weaknesses:

Describe any of the associate's strengths or weaknesses which you feel are materially related to their performance and which are not addressed elsewhere in this review.

REDACTED is very hard worker & manager. He never says no to any task assigned to him. He is Big. He is always happy to help.

3. OVERALL RATING FOR PERIOD

Circle one rating
E V G N U

Date of Review: 8/27/12

REDACTED

Reviewed associate's signature after review conference:

Signature

Date

8/27/12

Reviewer's signature after review conference:

Signature

Date

8/27/12

Elen M. G. L.
Reviewer's Printed Name

Date

8/27/12



FRONT END ASSOCIATE REVIEW (Page 1 of 2)

Name: **REDACTED** Store #: 105 Date of review: _____

Circle review type & Indicate Date Due:

90 DAY REVIEW DUE: _____ OTHER (_____ Review) due: _____

ANNUAL REVIEW DUE: _____

DATE OF HIRE: _____

THIS PERFORMANCE REVIEW IS BEING PREPARED BY AND/OR A RESULT OF INPUT FROM THE FOLLOWING MANAGERS:

Printed Name _____	Signature _____	Position _____
Printed Name _____	Signature _____	Position _____
Printed Name _____	Signature _____	Position _____
Printed Name _____	Signature _____	Position _____
Printed Name _____	Signature _____	Position _____
Printed Name _____	Signature _____	Position _____

KEY: E - Excellent, V - Very Good, G - Good, N - Needs Improvement, U - Unacceptable

(Draw a line through any skill which isn't applicable.)

E V G N U

CUSTOMER SERVICE SKILLS

* Understands that the customer is our main priority and consistently maintains a customer focus.	E	V	<u>G</u>	N	U
* Ensures a prompt, friendly approach to all customers.	E	V	<u>G</u>	N	U
* Escorts customers seeking location(s) of specific merchandise.	E	V	<u>G</u>	N	U
* Is alert to customer needs and offers a cart whenever appropriate.	E	<u>V</u>	<u>G</u>	N	U
* Determines customer needs and works to add-on/upgrade sell.	E	V	<u>G</u>	N	U
* Responds quickly to customer inquiries and "Passes the Buck" whenever necessary.	E	V	<u>G</u>	N	U
* Complies with Bridal and Gift Registry program standards when servicing both registrants and guests.	E	V	<u>G</u>	N	U
* Works to expand product knowledge within home department.	E	V	<u>G</u>	N	U
* Works to expand product knowledge throughout total store.	E	V	<u>G</u>	N	U
* Answers phone promptly and uses proper phone etiquette.	E	V	<u>G</u>	N	U

TEAM SKILLS

* Demonstrates initiative and completes projects in a timely manner.	E	V	<u>G</u>	N	U
* Accepts constructive criticism and acts upon it.	E	<u>V</u>	<u>G</u>	N	U
* Maintains a positive outlook toward job.	E	<u>V</u>	<u>G</u>	N	U
* Communicates effectively with Management and other associates.	E	V	<u>G</u>	N	U
* Works the schedule set by the Manager but demonstrates flexibility when needs of the business dictate.	E	V	<u>G</u>	N	U
* Is a team player.	E	<u>V</u>	<u>G</u>	N	U
* Exhibits professional manner, dress and appearance at all times.	E	V	<u>G</u>	N	U

OPERATIONS & PROCEDURES

* Handles all sales and return transactions with accuracy and efficiency.	E	<u>V</u>	<u>G</u>	N	U
* Maintains a neat and organized register area.	E	<u>V</u>	<u>G</u>	N	U
* Adheres to shortage reduction procedures; follows special operating procedures in the department.	E	<u>V</u>	<u>G</u>	N	U
* Understands and utilizes JDA to resolve selling floor inquiries.	E	V	<u>G</u>	<u>N</u>	U
* Works to maintain selling floor standards and recovery of the department.	E	V	<u>G</u>	N	U
* Safely handles equipment and maintains a safety awareness.	E	V	<u>G</u>	N	U

FRONT END ASSOCIATE REVIEW (Page 2 of 2)

1. ATTENDANCE & PUNCTUALITY:

Acceptable Not Acceptable

2. GOALS AND OBJECTIVES

Objectives Accomplished

List the specific goals and objectives accomplished by the associate during the appraisal period, compared with the results expected from goals established at previous review or during the period.

Take her customer service & cashier certification

Unaccomplished Objectives

List the specific goals and objectives not accomplished by the associate during the appraisal period, compared with the expected results as defined in previous review or during the period.

Has not fully learned ADA has to spend more time at service

Goals and Objectives for next Review Period:

Identify 2-3 quantitative and/or qualitative goals or objectives the associate should focus on during the next review period. (For each goal or objective indicate how accomplishment of goal/objective will be measured and indicate target date for accomplishments.)

Take more time by classes to improve product knowledge
Practice ADA more so she does not forget how to use it.

Strengths and Weaknesses:

Describe any of the associate's strengths or weaknesses which you feel are materially related to their performance and which are not addressed elsewhere in this review.

REDACTED is a good asset to the company, a pleasure to work
with. Good attitude, very good at her suggestive selling
skills.

3. OVERALL RATING FOR PERIOD

Circle one rating
 E V **G** N U

Date of Review: 8/31/12

Reviewed associate's signature after review conference:

Signature Date 08/31/12

Reviewer's signature after review conference:

Signature Date 8/31/12Reviewer's Printed Name Elon A. G. J.



FRONT END ASSOCIATE REVIEW (Page 1 of 2)

 Name: REDACTED Store #: 105 Date of review: _____

Circle review type & Indicate Date Due:

90 DAY REVIEW DUE: _____ OTHER (_____ Review) due: _____

ANNUAL REVIEW DUE: _____

DATE OF HIRE: _____

THIS PERFORMANCE REVIEW IS BEING PREPARED BY AND/OR A RESULT OF INPUT FROM THE FOLLOWING MANAGERS:

Printed Name	<u>Elen. mighis</u>	Signature	<u>[Signature]</u>	Position	_____
Printed Name	_____	Signature	_____	Position	_____
Printed Name	_____	Signature	_____	Position	_____
Printed Name	_____	Signature	_____	Position	_____
Printed Name	_____	Signature	_____	Position	_____
Printed Name	_____	Signature	_____	Position	_____

KEY: E - Excellent, V - Very Good, G - Good, N - Needs Improvement, U - Unacceptable

(Draw a line through any skill which isn't applicable.)

E V G N U

CUSTOMER SERVICE SKILLS

- * Understands that the customer is our main priority and consistently maintains a customer focus.
- * Ensures a prompt, friendly approach to all customers.
- * Escorts customers seeking location(s) of specific merchandise.
- * Is alert to customer needs and offers a cart whenever appropriate.
- * Determines customer needs and works to add-on/upgrade sell.
- * Responds quickly to customer inquiries and "Passes the Buck" whenever necessary.
- * Complies with Bridal and Gift Registry program standards when servicing both registrants and guests.
- * Works to expand product knowledge within home department.
- * Works to expand product knowledge throughout total store.
- * Answers phone promptly and uses proper phone etiquette.

E V G N UE V G N UE V G N UE V G N UE V G N UE V G N UE V G N UE V G N UE V G N UE V G N U

customer complaints

TEAM SKILLS

- * Demonstrates initiative and completes projects in a timely manner.
- * Accepts constructive criticism and acts upon it.
- * Maintains a positive outlook toward job.
- * Communicates effectively with Management and other associates.
- * Works the schedule set by the Manager but demonstrates flexibility when needs of the business dictate.
- * Is a team player.
- * Exhibits professional manner, dress and appearance at all times.

E V G N UE V G N UE V G N UE V G N UE V G N UE V G N UE V G N U**OPERATIONS & PROCEDURES**

- * Handles all sales and return transactions with accuracy and efficiency.
- * Maintains a neat and organized register area.
- * Adheres to shortage reduction procedures; follows special operating procedures in the department.
- * Understands and utilizes JDA to resolve selling floor inquiries.
- * Works to maintain selling floor standards and recovery of the department.
- * Safely handles equipment and maintains a safety awareness.

E V G N UE V G N UE V G N UE V G N UE V G N UE V G N U

FRONT END ASSOCIATE REVIEW (Page 2 of 2)

1. ATTENDANCE & PUNCTUALITY:

Acceptable ☒ Not Acceptable ☐

2. GOALS AND OBJECTIVES

Objectives Accomplished

List the specific goals and objectives accomplished by the associate during the appraisal period, compared with the results expected from goals established at previous review or during the period.

- Successfully transitioned to Front End
 - Increased beyond stores of from the previous year

Unaccomplished Objectives

List the specific goals and objectives not accomplished by the associate during the appraisal period, compared with the expected results as defined in previous review or during the period.

REDACTED has to maintain a higher standard of customer service

Goals and Objectives for next Review Period:

Identify 2-3 quantitative and/or qualitative goals or objectives the associate should focus on during the next review period. (For each goal or objective indicate how accomplishment of goal/objective will be measured and indicate target date for accomplishments.)

- must focus on the suggestive sell item
 - get more inventory classes so she can be more well rounded
 - be more customer friendly.

Strengths and Weaknesses:

Describe any of the associate's strengths or weaknesses which you feel are materially related to their performance and which are not addressed elsewhere in this review.

REDACTED is a great associate, comes in on time & Always does what is asked of her. REDACTED has to be a little more customer friendly. She has had 9 customer complaints in the last 5 months.

3. OVERALL RATING FOR PERIOD

Circle one rating
 E V G N U

Date of Review: _____

Reviewed associate's signature after review conference:

REDACTED

Signature

Date

Reviewer's signature after review conference:

Signature

Date

Reviewer's Printed Name



FRONT END ASSOCIATE REVIEW (Page 1 of 2)

Name: REDACTED

Store #: 105 Date of review: _____

Circle review type & Indicate Date Due:

90 DAY REVIEW DUE: _____ OTHER (_____ Review) due: _____

ANNUAL REVIEW DUE: _____

DATE OF HIRE: _____

THIS PERFORMANCE REVIEW IS BEING PREPARED BY AND/OR A RESULT OF INPUT FROM THE FOLLOWING MANAGERS:

Printed Name	<u>Eleni Magis</u>	Signature	<u>[Signature]</u>	Position	_____
Printed Name	_____	Signature	_____	Position	_____
Printed Name	_____	Signature	_____	Position	_____
Printed Name	_____	Signature	_____	Position	_____
Printed Name	_____	Signature	_____	Position	_____
Printed Name	_____	Signature	_____	Position	_____

KEY: E - Excellent, V - Very Good, G - Good, N - Needs Improvement, U - Unacceptable

(Draw a line through any skill which isn't applicable.)

E V G N U

CUSTOMER SERVICE SKILLS

* Understands that the customer is our main priority and consistently maintains a customer focus.	E	V	G	<u>N</u>	U
* Ensures a prompt, friendly approach to all customers.	E	V	G	<u>N</u>	U
* Escorts customers seeking location(s) of specific merchandise.	E	V	<u>G</u>	N	U
* Is alert to customer needs and offers a cart whenever appropriate.	E	V	<u>G</u>	N	U
* Determines customer needs and works to add-on/upgrade sell.	E	V	G	<u>N</u>	U
* Responds quickly to customer inquiries and "Passes the Buck" whenever necessary.	E	V	<u>G</u>	N	U
* Complies with Bridal and Gift Registry program standards when servicing both registrants and guests.	E	V	<u>G</u>	N	U
* Works to expand product knowledge within home department.	E	V	<u>G</u>	N	U
* Works to expand product knowledge throughout total store.	E	V	<u>G</u>	N	U
* Answers phone promptly and uses proper phone etiquette.	E	V	<u>G</u>	N	U

TEAM SKILLS

* Demonstrates initiative and completes projects in a timely manner.	E	V	<u>G</u>	N	U
* Accepts constructive criticism and acts upon it.	E	V	G	<u>N</u>	U
* Maintains a positive outlook toward job.	E	V	G	<u>N</u>	U
* Communicates effectively with Management and other associates.	E	V	G	<u>N</u>	U
* Works the schedule set by the Manager but demonstrates flexibility when needs of the business dictate.	E	V	G	<u>N</u>	U
* Is a team player.	E	V	<u>G</u>	N	U
* Exhibits professional manner, dress and appearance at all times.	E	V	<u>G</u>	N	U

OPERATIONS & PROCEDURES

* Handles all sales and return transactions with accuracy and efficiency.	E	V	<u>G</u>	N	U
* Maintains a neat and organized register area.	E	V	<u>G</u>	N	U
* Adheres to shortage reduction procedures; follows special operating procedures in the department.	E	V	<u>G</u>	N	U
* Understands and utilizes JDA to resolve selling floor inquiries.	E	V	<u>G</u>	N	U
* Works to maintain selling floor standards and recovery of the department.	E	V	<u>G</u>	N	U
* Safely handles equipment and maintains a safety awareness.	E	V	<u>G</u>	N	U

FRONT END ASSOCIATE REVIEW (Page 2 of 2)

1. ATTENDANCE & PUNCTUALITY:

Acceptable _____ Not Acceptable ☒

2. GOALS AND OBJECTIVES

Objectives Accomplished

List the specific goals and objectives accomplished by the associate during the appraisal period, compared with the results expected from goals established at previous review or during the period.

REDACTED has become more seasoned as a JDA Sarah has also taken more classes to help w/ product knowledge

Unaccomplished Objectives

List the specific goals and objectives not accomplished by the associate during the appraisal period, compared with the expected results as defined in previous review or during the period.

- Suggestive Sell Item still not a priority
- needs to be product trained

Goals and Objectives for next Review Period:

Identify 2-3 quantitative and/or qualitative goals or objectives the associate should focus on during the next review period. (For each goal or objective indicate how accomplishment of goal/objective will be measured and indicate target date for accomplishments.)

REDACTED needs to work her set schedule she has been absent from work on multiple occasions this review period & continues to have issues coming to work on scheduled
REDACTED needs to have a more positive attitude towards her job

- Suggestive Sell

Strengths and Weaknesses:

Describe any of the associate's strengths or weaknesses which you feel are materially related to their performance and which are not addressed elsewhere in this review.

REDACTED is a hard worker & completes her daily duties on time but she needs to comply with time and attendance standards set by the company to better help our customers

3. OVERALL RATING FOR PERIOD

Circle one rating

E V G N U

Date of Review: 10/18/12

REDACTED

Reviewed associate's signature after review conference:

Signature _____ Date _____

Reviewer's signature after review conference:

Signature Elen. M. G.S. Date 10/18/12Reviewer's Printed Name Elen. M. G.S.



FRONT END ASSOCIATE REVIEW (Page 1 of 2)

Name: REDACTEDStore #: 105

Date of review: _____

Circle review type & Indicate Date Due:

90 DAY REVIEW DUE: _____

OTHER (_____ Review) due: _____

ANNUAL REVIEW DUE: _____

DATE OF HIRE: _____

THIS PERFORMANCE REVIEW IS BEING PREPARED BY AND/OR A RESULT OF INPUT FROM THE FOLLOWING MANAGERS:

Printed Name <u>Alan M. G. S.</u>	Signature <u>[Signature]</u>	Position <u>Store Cp.</u>
Printed Name _____	Signature _____	Position _____
Printed Name _____	Signature _____	Position _____
Printed Name _____	Signature _____	Position _____
Printed Name _____	Signature _____	Position _____
Printed Name _____	Signature _____	Position _____

KEY: E - Excellent, V - Very Good, G - Good, N - Needs Improvement, U - Unacceptable

(Draw a line through any skill which isn't applicable.)

E V G N U

CUSTOMER SERVICE SKILLS

* Understands that the customer is our main priority and consistently maintains a customer focus.	E	V	<u>G</u>	N	U
* Ensures a prompt, friendly approach to all customers.	E	V	<u>G</u>	N	U
* Escorts customers seeking location(s) of specific merchandise.	E	V	<u>G</u>	N	U
* Is alert to customer needs and offers a cart whenever appropriate.	E	V	<u>G</u>	N	U
* Determines customer needs and works to add-on/upgrade sell.	E	V	<u>G</u>	N	U
* Responds quickly to customer inquiries and "Passes the Buck" whenever necessary.	E	V	<u>G</u>	N	U
* Complies with Bridal and Gift Registry program standards when servicing both registrants and guests.	E	V	<u>G</u>	N	U
* Works to expand product knowledge within home department.	E	V	<u>G</u>	N	U
* Works to expand product knowledge throughout total store.	E	V	<u>G</u>	N	U
* Answers phone promptly and uses proper phone etiquette.	E	V	<u>G</u>	N	U

TEAM SKILLS

* Demonstrates initiative and completes projects in a timely manner.	E	V	<u>G</u>	N	U
* Accepts constructive criticism and acts upon it.	E	V	<u>G</u>	N	U
* Maintains a positive outlook toward job.	E	V	<u>G</u>	N	U
* Communicates effectively with Management and other associates.	E	V	<u>G</u>	N	U
* Works the schedule set by the Manager but demonstrates flexibility when needs of the business dictate.	E	V	<u>G</u>	N	U
* Is a team player.	E	V	<u>G</u>	N	U
* Exhibits professional manner, dress and appearance at all times.	E	V	<u>G</u>	N	U

OPERATIONS & PROCEDURES

* Handles all sales and return transactions with accuracy and efficiency.	E	V	<u>G</u>	N	U
* Maintains a neat and organized register area.	E	V	<u>G</u>	N	U
* Adheres to shortage reduction procedures; follows special operating procedures in the department.	E	V	<u>G</u>	N	U
* Understands and utilizes JDA to resolve selling floor inquiries.	E	V	<u>G</u>	N	U
* Works to maintain selling floor standards and recovery of the department.	E	V	<u>G</u>	N	U
* Safely handles equipment and maintains a safety awareness.	E	V	<u>G</u>	N	U

FRONT END ASSOCIATE REVIEW (Page 2 of 2)

1. ATTENDANCE & PUNCTUALITY:

Acceptable ☒Not Acceptable ☐

2. GOALS AND OBJECTIVES

Objectives Accomplished

List the specific goals and objectives accomplished by the associate during the appraisal period, compared with the results expected from goals established at previous review or during the period.

- Suggestive sell Item has become a priority for Andrea
- Decreased the amount of multi-scanned coupons, to help

Unaccomplished Objectives

List the specific goals and objectives not accomplished by the associate during the appraisal period, compared with the expected results as defined in previous review or during the period.

None

Goals and Objectives for next Review Period:

Identify 2-3 quantitative and/or qualitative goals or objectives the associate should focus on during the next review period. (For each goal or objective indicate how accomplishment of goal/objective will be measured and indicate target date for accomplishments.)

REDACTED needs to become more familiar with our products
She should be retained on the Dept. Bench or Retail Bench

Strengths and Weaknesses:

Describe any of the associate's strengths or weaknesses which you feel are materially related to their performance and which are not addressed elsewhere in this review.

REDACTED is a pleasure to work with and is a team player
always takes initiative to fill & clean the front end as it
it was her home. Great job.

3. OVERALL RATING FOR PERIOD

Circle one rating

E V ☒ G N U

Date of Review:

10/20/12

REDACTED

Reviewed associate's signature after review conference:

Signature

10-20-12

Date

Reviewer's signature after review conference:

Signature

10-20-12

Date

Reviewer's Printed Name



FRONT END ASSOCIATE REVIEW (Page 1 of 2)

Name: REDACTEDStore #: 105 Date of review: _____

Circle review type & Indicate Date Due:

90 DAY REVIEW DUE: _____ OTHER (_____ Review) due: _____

ANNUAL REVIEW DUE: _____

DATE OF HIRE: _____

THIS PERFORMANCE REVIEW IS BEING PREPARED BY AND/OR A RESULT OF INPUT FROM THE FOLLOWING MANAGERS:

Printed Name <u>Ekin Agli</u>	Signature _____	Position _____
Printed Name _____	Signature _____	Position _____
Printed Name _____	Signature _____	Position _____
Printed Name _____	Signature _____	Position _____
Printed Name _____	Signature _____	Position _____
Printed Name _____	Signature _____	Position _____

KEY: E - Excellent, V - Very Good, G - Good, N - Needs Improvement, U - Unacceptable

(Draw a line through any skill which isn't applicable.)

E V G N U

CUSTOMER SERVICE SKILLS

- * Understands that the customer is our main priority and consistently maintains a customer focus.
- * Ensures a prompt, friendly approach to all customers.
- * Escorts customers seeking location(s) of specific merchandise.
- * Is alert to customer needs and offers a cart whenever appropriate.
- * Determines customer needs and works to add-on/upgrade sell.
- * Responds quickly to customer inquiries and "Passes the Buck" whenever necessary.
- * Complies with Bridal and Gift Registry program standards when servicing both registrants and guests.
- * Works to expand product knowledge within home department.
- * Works to expand product knowledge throughout total store.
- * Answers phone promptly and uses proper phone etiquette.

E V G N UE V G N UE V G N UE V G N UE V G N UE V G N UE V G N UE V G N UE V G N UE V G N USuggested sell
poor

red key

TEAM SKILLS

- * Demonstrates initiative and completes projects in a timely manner.
- * Accepts constructive criticism and acts upon it.
- * Maintains a positive outlook toward job.
- * Communicates effectively with Management and other associates.
- * Works the schedule set by the Manager but demonstrates flexibility when needs of the business dictate.
- * Is a team player.
- * Exhibits professional manner, dress and appearance at all times.

E V G N UE V G N UE V G N UE V G N UE V G N UE V G N UE V G N UTime & Attended
Issues**OPERATIONS & PROCEDURES**

- * Handles all sales and return transactions with accuracy and efficiency.
- * Maintains a neat and organized register area.
- * Adheres to shortage reduction procedures; follows special operating procedures in the department.
- * Understands and utilizes JDA to resolve selling floor inquiries.
- * Works to maintain selling floor standards and recovery of the department.
- * Safely handles equipment and maintains a safety awareness.

E V G N UE V G N UE V G N UE V G N UE V G N UE V G N U

need more help

FRONT END ASSOCIATE REVIEW (Page 2 of 2)

1. ATTENDANCE & PUNCTUALITY:

Acceptable _____ Not Acceptable X

2. GOALS AND OBJECTIVES

Objectives Accomplished

List the specific goals and objectives accomplished by the associate during the appraisal period, compared with the results expected from goals established at previous review or during the period.

REDACTED has improved his over all demeanor & outlook towards the job! Since being moved to the front end he has completed all tasks assigned in a faster & more efficient manner.

Unaccomplished Objectives

List the specific goals and objectives not accomplished by the associate during the appraisal period, compared with the expected results as defined in previous review or during the period.

REDACTED has time and Attendance issues since his last Review. His Attendance has not improved as much as it should have.

Goals and Objectives for next Review Period:

Identify 2-3 quantitative and/or qualitative goals or objectives the associate should focus on during the next review period. (For each goal or objective indicate how accomplishment of goal/objective will be measured and indicate target date for accomplishments.)

-be more aggressive with suggestive selling Item
-Retain on Basic WDA USE
-Improve time & Attendance

Strengths and Weaknesses:

Describe any of the associate's strengths or weaknesses which you feel are materially related to their performance and which are not addressed elsewhere in this review.

REDACTED is a good worker. He does any & All tasks assigned to him. Seen just has to become more well rounded associate and continue to improve his attendance.

3. OVERALL RATING FOR PERIOD

Circle one rating
E V G N U

Date of Review: _____

REDACTED

Reviewed associate's signature after review conference:

Signature

Date

Reviewer's signature after review conference:

Signature

Date

Elen M. J. S.
Reviewer's Printed Name



FRONT END ASSOCIATE REVIEW (Page 1 of 2)

Name: REDACTED Store #: 105 Date of review: _____

Circle review type & Indicate Date Due:

90 DAY REVIEW DUE: _____ OTHER (_____ Review) due: _____

ANNUAL REVIEW DUE: _____

DATE OF HIRE: _____

THIS PERFORMANCE REVIEW IS BEING PREPARED BY AND/OR A RESULT OF INPUT FROM THE FOLLOWING MANAGERS:

Printed Name <u>Elena Myles</u>	Signature <u>[Signature]</u>	Position _____
Printed Name _____	Signature _____	Position _____
Printed Name _____	Signature _____	Position _____
Printed Name _____	Signature _____	Position _____
Printed Name _____	Signature _____	Position _____
Printed Name _____	Signature _____	Position _____

KEY: E - Excellent, V - Very Good, G - Good, N - Needs Improvement, U - Unacceptable

(Draw a line through any skill which isn't applicable.)

E V G N U

CUSTOMER SERVICE SKILLS

* Understands that the customer is our main priority and consistently maintains a customer focus.	E V <u>G</u> N U
* Ensures a prompt, friendly approach to all customers.	E V <u>G</u> N U
* Escorts customers seeking location(s) of specific merchandise.	E V <u>G</u> N U
* Is alert to customer needs and offers a cart whenever appropriate.	E V <u>G</u> N U
* Determines customer needs and works to add-on/upgrade sell.	E V G N <u>U</u>
* Responds quickly to customer inquiries and "Passes the Buck" whenever necessary.	E V <u>G</u> N U
* Complies with Bridal and Gift Registry program standards when servicing both registrants and guests.	E V <u>G</u> N U
* Works to expand product knowledge within home department.	E V <u>G</u> N U
* Works to expand product knowledge throughout total store.	E V <u>G</u> N U
* Answers phone promptly and uses proper phone etiquette.	E V <u>G</u> N U

TEAM SKILLS

* Demonstrates initiative and completes projects in a timely manner.	E V G <u>N</u> U
* Accepts constructive criticism and acts upon it.	E V <u>G</u> N U
* Maintains a positive outlook toward job.	E V <u>G</u> N U
* Communicates effectively with Management and other associates.	E V <u>G</u> N U
* Works the schedule set by the Manager but demonstrates flexibility when needs of the business dictate.	E <u>V</u> G N U
* Is a team player.	E <u>V</u> G N U
* Exhibits professional manner, dress and appearance at all times.	E V G <u>N</u> U

OPERATIONS & PROCEDURES

* Handles all sales and return transactions with accuracy and efficiency.	E V G <u>N</u> U
* Maintains a neat and organized register area.	E V <u>G</u> N U
* Adheres to shortage reduction procedures; follows special operating procedures in the department.	E V <u>G</u> N U
* Understands and utilizes JDA to resolve selling floor inquiries.	E V <u>G</u> N U
* Works to maintain selling floor standards and recovery of the department.	E V <u>G</u> N U
* Safely handles equipment and maintains a safety awareness.	E V <u>G</u> N U

FRONT END ASSOCIATE REVIEW (Page 2 of 2)

1. ATTENDANCE & PUNCTUALITY:

Acceptable ☒ Not Acceptable ☒

2. GOALS AND OBJECTIVES

Objectives Accomplished

List the specific goals and objectives accomplished by the associate during the appraisal period, compared with the results expected from goals established at previous review or during the period.

- Expanded product knowledge for dept to better serve customers
- Has learned to work better than previous years

Unaccomplished Objectives

List the specific goals and objectives not accomplished by the associate during the appraisal period, compared with the expected results as defined in previous review or during the period.

- Time and attendance still a problem
- Suggestive sell
- Time management & accomplishing tasks in a timely manner

Goals and Objectives for next Review Period:

Identify 2-3 quantitative and/or qualitative goals or objectives the associate should focus on during the next review period. (For each goal or objective indicate how accomplishment of goal/objective will be measured and indicate target date for accomplishments.)

- Be more punctual & come to work in dress code
- Plan out time better
- Suggestive sell needs to become a priority

Strengths and Weaknesses:

Describe any of the associate's strengths or weaknesses which you feel are materially related to their performance and which are not addressed elsewhere in this review.

- Great to work with very flexible in his scheduling
- REDACTED needs to become better at prioritizing & scheduling to do all things at once

3. OVERALL RATING FOR PERIOD

Circle one rating
E V G N U

Date of Review: 2/28/2013

REDACTED

.254

Reviewed associate's signature after review conference:

Signature

Date

2/28/2013

Reviewer's signature after review conference:

Signature

Date

2/28/2013

Clara M. J. G.
Reviewer's Printed Name



INVENTORY CONTROL LEAD/SUPERVISOR (Page 1 of 2)

Name: REDACTED

Store #: 102

Date of review: _____

THIS PERFORMANCE REVIEW IS BEING PREPARED BY AND/OR A RESULT OF INPUT FROM THE FOLLOWING MANAGERS:

Printed Name _____	Signature _____	Position _____
Printed Name _____	Signature _____	Position _____
Printed Name _____	Signature _____	Position _____
Printed Name _____	Signature _____	Position _____
Printed Name _____	Signature _____	Position _____
Printed Name _____	Signature _____	Position _____

KEY: E - Excellent, V - Very Good, G - Good, N - Needs Improvement, U - Unacceptable

PERFORMANCE SKILLS

CUSTOMER SERVICE SKILLS - overall rating

	E	V	G	N	U
1. Always leads by example the customer service standards which create positive experiences for associates and customers.	E	V	G	N	U
2. Institutes practices which ensure that all opportunities to enhance customer service are pursued.	E	V	G	N	U
3. Complies with Bridal and Gift Registry program standards when servicing both registrants and guests.	E	V	G	N	U
4. Ensures that customers are viewed as a priority.	E	V	G	N	U

INVENTORY CONTROL SKILLS - overall rating

	E	V	G	N	U
1. Complies with Company guidelines regarding department signage.	E	V	G	N	U
2. Ensures selling floor is maintained neatly.	E	V	G	N	U
3. Ensures stockrooms meet required Company standards (customer ready).	E	V	G	N	U
4. Identifies and communicates unique and individual store opportunities, focusing on the core customer's needs.	E	V	G	N	U
5. Is knowledgeable of all JDA functions and utilizes them to verify inventory integrity.	E	V	G	N	U

OPERATIONAL SKILLS - overall rating

	E	V	G	N	U
1. Understands and executes principles of Process Improvement (PI).	E	V	G	N	U
2. Knowledgeable of and properly implements safety and loss prevention procedures.	E	V	G	N	U
3. Completes all necessary paperwork accurately and in a timely manner.	E	V	G	N	U
4. Complies with Company standards for all operational policies and procedures.	E	V	G	N	U
5. Understands the financial implications regarding front end and receiving procedures, signage and price changes.	E	V	G	N	U
6. Works in a safe manner and maintains safe, clean work environment.	E	V	G	N	U

INTERPERSONAL/MANAGEMENT SKILLS - overall rating

	E	V	G	N	U
1. Follows instructions.	E	V	G	N	U
2. Promptly advises Management of any problems.	E	V	G	N	U
3. Seeks advice when appropriate.	E	V	G	N	U
4. Ability to prioritize work effectively, control time and meet deadlines.	E	V	G	N	U
5. Exhibits ability to work independently with minimum supervision; self-starter.	E	V	G	N	U
6. Exhibits ability to accept and act upon constructive criticism.	E	V	G	N	U
7. Initiative, self motivation, enthusiasm, attitude and reliability.	E	V	G	N	U
8. Ability to identify critical issues.	E	V	G	N	U
9. Aptitude for dealing with people (tact).	E	V	G	N	U
10. Communicates and works well with Management and other associates.	E	V	G	N	U
11. Accomplishes objectives with a sense of urgency.	E	V	G	N	U

PERSONAL WORK CHARACTERISTICS - overall rating

	E	V	G	N	U
1. Exercises proper and ethical behavior at all times.	E	V	G	N	U
2. Works effectively under pressure.	E	V	G	N	U
3. Seeks greater level of responsibility.	E	V	G	N	U
4. Willing to work for the good of the Company; is a team player.	E	V	G	N	U
5. Makes effective use of time.	E	V	G	N	U

INVENTORY CONTROL LEAD/SUPERVISOR (Page 2 of 2)

1. ATTENDANCE & PUNCTUALITY:

Acceptable ☒ Not Acceptable ☐

2. GOALS AND OBJECTIVES

Objectives Accomplished

List the specific goals and objectives accomplished by the associate during the appraisal period, compared with the expected results from goals established at previous review or during the period.

REDACTED

Unaccomplished Objectives

List the specific goals and objectives not accomplished by the associate during the appraisal period, compared with the expected results as defined in previous review or during the period.

REDACTED

Goals and Objectives for next Review Period:

Identify 2-3 quantitative and/or qualitative goals or objectives the associate should focus on during the next review period. (For each goal or objective indicate how accomplishment of goal/objective will be measured and indicate target date for accomplishments.)

Strengths and Weaknesses

Describe any of the associate's strengths or weaknesses which you feel are materially related to their performance and which are not addressed elsewhere in this review.

REDACTED

3. OVERALL RATING FOR PERIOD

E V G N U

Name: _____

Store Name and Number: _____ 105

Date of Hire: _____ 2/2/12

Date of Review: _____ 2/28/13

Reviewed associate's signature after review conference: _____

REDACTED

Signature

Date

Reviewer's signature after review conference: _____

Signature

Date

Reviewer's Printed Name

Date

204



MERCHANDISING / STOCK (Page 1 of 2)

Name: REDACTED

Store #: 105

Date of review: _____

90 DAY REVIEW DUE: _____

ANNUAL REVIEW DUE: _____

DATE OF HIRE: 3/8/11

Circle review type & Indicate Date Due:

OTHER (_____ Review) due: _____

THIS PERFORMANCE REVIEW IS BEING PREPARED BY AND/OR A RESULT OF INPUT FROM THE FOLLOWING MANAGERS:

Printed Name	BROWN CHASE, MIA	Signature	<i>[Signature]</i>	Position	OPERATIONS MANAGER
Printed Name	_____	Signature	_____	Position	_____
Printed Name	_____	Signature	_____	Position	_____
Printed Name	_____	Signature	_____	Position	_____
Printed Name	_____	Signature	_____	Position	_____
Printed Name	_____	Signature	_____	Position	_____

KEY: E - Excellent, V - Very Good, G - Good, N - Needs Improvement, U - Unacceptable

Choose one rating

E V G N U

(Draw a line through any skill which isn't applicable.)

CUSTOMER SERVICE SKILLS

- * Understands that the customer is our main priority and consistently maintains a customer focus.
- * Ensures a prompt, friendly approach to all customers.
- * Escorts customers seeking location(s) of specific merchandise.
- * Is alert to customer needs and offers a cart whenever appropriate.
- * Responds quickly to customer inquiries and "Passes the Buck" whenever necessary.
- * Complies with Bridal and Gift Registry program standards when servicing both registrants and guests.
- * Determines customer needs and works to add-on sell.
- * Has developed good product knowledge; keeps abreast of new items and utilizes this knowledge to enhance service.
- * Answers the phone promptly and uses proper phone etiquette.

E	V	G	N	U
E	V	G	N	U
E	V	G	N	U
E	V	G	N	U
E	V	G	N	U
E	V	G	N	U
E	V	G	N	U
E	V	G	N	U
E	V	G	N	U

TEAM SKILLS

- * Demonstrates initiative and completes projects in a timely manner.
- * Accepts constructive criticism and acts upon it.
- * Maintains a positive outlook toward job.
- * Communicates effectively with Management and other associates.
- * Works the schedule set by the Manager but demonstrates flexibility when needs of the business dictate.
- * Is a team player.
- * Exhibits professional manner, dress and appearance at all times.

E	V	G	N	U
E	V	G	N	U
E	V	G	N	U
E	V	G	N	U
E	V	G	N	U
E	V	G	N	U
E	V	G	N	U

MERCHANDISING & DEPARTMENT MAINTENANCE

- * Works to maintain selling floor standards and recovery of the department.
- * Is aware of product sell through and completes pull lists.
- * Demonstrates good product knowledge and uses the information to merchandise the selling floor effectively.
- * Understands and utilizes JDA to resolve selling floor inquiries.
- * Adheres to shortage reduction and compliance procedures.
- * Safely handles equipment and maintains safety awareness.

E	V	G	N	U
E	V	G	N	U
E	V	G	N	U
E	V	G	N	U
E	V	G	N	U
E	V	G	N	U

REDACTED

MERCHANDISING / STOCK (Page 2 of 2)

1. ATTENDANCE & PUNCTUALITY:

Acceptable _____ Not Acceptable X

2. GOALS AND OBJECTIVES

Objectives Accomplished

List the specific goals and objectives accomplished by the associate during the appraisal period, compared with the results expected from goals established at previous review or during the period.

HAS TRANSITIONED VERY WELL TO THE STOCK REPLENISHMENT TEAM. CONSISTENTLY WORKS ON HIS PULL-LISTS & STAYS ON HIS REGULAR ROUTINES

Unaccomplished Objectives

List the specific goals and objectives not accomplished by the associate during the appraisal period, compared with the expected results as defined in previous review or during the period.

- DID NOT COMPLETE CIVICILITY CLASSES IN HART + MERRING, DUE MAY 1, 2013.
- ATTENDANCE + PUNCTUALITY

Goals and Objectives for next Review Period:

Identify 2-3 quantitative and/or qualitative goals or objectives the associate should focus on during the next review period. (For each goal or objective indicate how accomplishment of goal/objective will be measured and indicate target date for accomplishments.)

1. IMPROVE ON BEYOND STAFF PARTICIPATION. GOAL IS 2 ORDERS PER SCHEDULED SHIFT.
2. WORK ON SUCCESSFUL SELLING WHEN COINED AS A BACKUP CASHIER.
3. PARTNER WITH DEPT. MGR + LEARN HOW TO UTILIZE + READ P.O. NOTES TO BE THE PLAN REPLENISHMENT cycle + BACKSTOCKING ON MERCHANDISE. ALSO RECOMMEND SUGGESTIVE ORDERS TO ASSIST IN OUT-OF-STOCKS.
- ATTENDANCE NEED DRAMATIC IMPROVEMENT.

Strengths and Weaknesses:

Describe any of the associate's strengths or weaknesses which you feel are materially related to their performance and which are not

REDACTED HAS IMPROVED HIS OVERALL WORK ETHIC SINCE TRANSITION TO REPLENISHMENT STAFF.
HIS OVERALL PRIDE IN HIS NEW RESPONSIBILITIES HAS SHOWN CRIS INTO A BETTER EMPLOYEE.
DESPITE ATTENDANCE ISSUES, CRIS HAS IMPROVED HIS OVERALL WORK PERFORMANCE.

Circle one rating

.25 E V G N U

3. OVERALL RATING FOR PERIOD

Date of Review: _____

Reviewed associate's signature after review conference:

Signature _____

Date 3/29/13

Reviewer's signature after review conference:

Signature El M. A.Date 3/29/13Reviewer's Printed Name El M. A.Date 3/29/13



FRONT END ASSOCIATE REVIEW (Page 1 of 2)

Name: REDACTEDStore #: 105 Date of review: _____

Circle review type & Indicate Date Due:

90 DAY REVIEW DUE: _____ OTHER (_____ Review) due: _____

ANNUAL REVIEW DUE: _____

DATE OF HIRE: _____

THIS PERFORMANCE REVIEW IS BEING PREPARED BY AND/OR A RESULT OF INPUT FROM THE FOLLOWING MANAGERS:

Printed Name <u>Elen. M. J. S.</u>	Signature _____	Position _____
Printed Name _____	Signature _____	Position _____
Printed Name _____	Signature _____	Position _____
Printed Name _____	Signature _____	Position _____
Printed Name _____	Signature _____	Position _____
Printed Name _____	Signature _____	Position _____

KEY: E - Excellent, V - Very Good, G - Good, N - Needs Improvement, U - Unacceptable

(Draw a line through any skill which isn't applicable.)

E V G N U

CUSTOMER SERVICE SKILLS

* Understands that the customer is our main priority and consistently maintains a customer focus.	E	V	(G)	N	U
* Ensures a prompt, friendly approach to all customers.	E	V	(G)	N	U
* Escorts customers seeking location(s) of specific merchandise.	E	V	(G)	N	U
* Is alert to customer needs and offers a cart whenever appropriate.	E	(V)	G	N	U
* Determines customer needs and works to add-on/upgrade sell.	E	(V)	G	N	U
* Responds quickly to customer inquiries and "Passes the Buck" whenever necessary.	E	V	(G)	N	U
* Complies with Bridal and Gift Registry program standards when servicing both registrants and guests.	E	V	(G)	N	U
* Works to expand product knowledge within home department.	E	V	(G)	N	U
* Works to expand product knowledge throughout total store.	E	(V)	G	N	U
* Answers phone promptly and uses proper phone etiquette.	E	(V)	G	N	U

TEAM SKILLS

* Demonstrates initiative and completes projects in a timely manner.	E	V	(G)	N	U
* Accepts constructive criticism and acts upon it.	E	(V)	G	N	U
* Maintains a positive outlook toward job.	E	V	(G)	N	U
* Communicates effectively with Management and other associates.	E	(V)	G	N	U
* Works the schedule set by the Manager but demonstrates flexibility when needs of the business dictate.	E	V	(G)	N	U
* Is a team player.	E	(V)	G	N	U
* Exhibits professional manner, dress and appearance at all times.	E	V	(G)	N	U

OPERATIONS & PROCEDURES

* Handles all sales and return transactions with accuracy and efficiency.	E	(V)	G	N	U
* Maintains a neat and organized register area.	E	(V)	G	N	U
* Adheres to shortage reduction procedures; follows special operating procedures in the department.	E	(V)	G	N	U
* Understands and utilizes JDA to resolve selling floor inquiries.	E	V	(G)	N	U
* Works to maintain selling floor standards and recovery of the department.	E	V	(G)	N	U
* Safely handles equipment and maintains a safety awareness.	E	V	(G)	N	U

FRONT END ASSOCIATE REVIEW (Page 2 of 2)

1. ATTENDANCE & PUNCTUALITY:

Acceptable ✓ Not Acceptable _____

2. GOALS AND OBJECTIVES

Objectives Accomplished

List the specific goals and objectives accomplished by the associate during the appraisal period, compared with the results expected from goals established at previous review or during the period.

REDACTED has done a good job increasing her suggested sell
 o/o.
 She learned how to do online order pick-ups

Unaccomplished Objectives

List the specific goals and objectives not accomplished by the associate during the appraisal period, compared with the expected results as defined in previous review or during the period.

REDACTED needs to get more classes, so that she has more
 overall knowledge for the store.

Goals and Objectives for next Review Period:

Identify 2-3 quantitative and/or qualitative goals or objectives the associate should focus on during the next review period. (For each goal or objective indicate how accomplishment of goal/objective will be measured and indicate target date for accomplishments.)

- complete basic product university
 - Get more well rounded knowledge of our Bridal Dept, how
 to print Registries.

Strengths and Weaknesses:

Describe any of the associate's strengths or weaknesses which you feel are materially related to their performance and which are not addressed elsewhere in this review.

REDACTED is a great asset to the company. She is always
 willing to help with anything that needs to get done &
 has a great rep with customers. REDACTED did a great job
 on our customer service shops

3. OVERALL RATING FOR PERIOD

Circle one rating
 E V G N U

35

Date of Review: _____

Reviewed associate's signature after review conference:

Signature

Date

6/30/2013

Reviewer's signature after review conference:

Signature

Date

6-30-13

Reviewer's Printed Name

Ladder Certification

Condition

Make a visual inspection of any ladder before using it. All ladders should be free of any mechanical defects. Pay particular attention to the wheels, springs and hinges: all should move freely and smoothly. **Do not use any ladder that appears to be defective, has broken or worn out parts, or appears to be in any way unsafe to operate!** Remove any unsafe ladders from the selling floor immediately and notify a manager.

Usage

1. The 10 foot rule: Never do any up-stocking, down-stocking, or move anything (rebar, shelves, L clips, etc) in the overhead while anyone is within 10 feet of the ladder.
 - a. If a customer is present, come down the ladder, secure it to the gable, and offer assistance. Proceed with stocking when the customer has left the area.
 - b. If an associate is working independently (short term) within 10 feet of the ladder, the person on the ladder should stop what they are doing until the associate can get out of the 10 foot radius; if both are involved in projects that will take some time to complete, the project requiring the least amount of time should be completed first.
2. Always use a spotter when necessary – as outlined in the Spotter Program.
3. All Ladders should always be fully opened with arms locked in place before use.
4. Always face the ladder when ascending, descending, and working on the ladder.
5. Always place the Versa Straps inside the A Frame of the ladder.
6. Always use caution, any loss of balance can result in serious injury! Ladders should be ascended and descended carefully each and every time!
7. Always have both feet on the ladder. Never step across to shelving or racking!
8. Whenever possible have 3 points of contact with the ladder. Example: 2 feet and 1 hand; 2 feet and chest (when reaching), etc. This will aid in keeping your balance.
9. Know your limits! Never carry anything up or down a ladder that is too heavy or too bulky for you to handle safely. Get help!
10. Never “walk” a ladder. Always come down from the ladder to move it.
11. Never stand on the top rung of a ladder, or above the platform! If you can't reach something, get a taller ladder or get help!
12. Always look down to be sure you are standing on the Caution Strip before stepping off the ladder.
13. Never leave an open ladder unattended, AND NEVER leave anything on the platform of a ladder not being actively used.

Storage

1. Folding A- Frame Ladders should be fully closed whenever not in use, and always be placed against the gabling and secured by the safety straps so as not to be accidentally knocked over. Ensure the ladders are centered between two gable sections allowing both sections to remain shoppable
2. All Ladders should be stored in the rooms, not on the wood. Place them in the department where they will be away from the most foot and cart traffic.
3. Never store ladders in Home Décor, Fine China, Bath Ensembles, Dinnerware/ Glassware
4. Ballymore Ladders should be parked in the unfolded position, in areas where there is room to maneuver around them to shop.

Ladder Certification Sign-Off

This certifies that REDACTED has completed the Bed Bath & Beyond Ladder Training Program. In doing so, has successfully demonstrated all aspects of ladder usage per Bed Bath & Beyond requirements, and passed the Bed Bath & Beyond Ladder Exam.

Name (print), <u>REDACTED</u>	Signature <u>REDACTED</u>	Date <u>2/21/2013</u>
Trainer (print) <u>Eleni M. G. S.</u>	Signature <u>[Signature]</u>	Date <u>2/21/13</u>